GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:601
ANSWERED ON:22.11.2000
FACILITATION COUNTERS OF MINISTRIES
V. SAROJA

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the attention of the Government has been drawn to the news-item captioned `Inspection reveals most information counters defunct` appearing in the `Hindustan Times` dated September 27, 2000;

(b) if so, whether the Information and Facilitation Counters in various Ministries are not funtioning properly; and

(c) the steps taken to improve the effciency in service at the counters?

Answer

MINISTER OF STATE FOR DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS(SHRI ARUN SHOURIE)

(a) :Yes, Sir.

(b)&(c): Teams of officers of the Department of Administrative Reforms and Public Grievances have carried out on-the-spot evaluation of the functioning of Information and Facilitation Counters during March to June, 2000. These teams reported that, while overall functioning of the IFCs can be termed satisfactory, certain deficiencies were also observed. The specific observations of the teams were communicated to the Contact Officers of the concerned Ministries/Departments for taking necssary corrective action. This is part of an on-going process for evaluating and improving the counters.